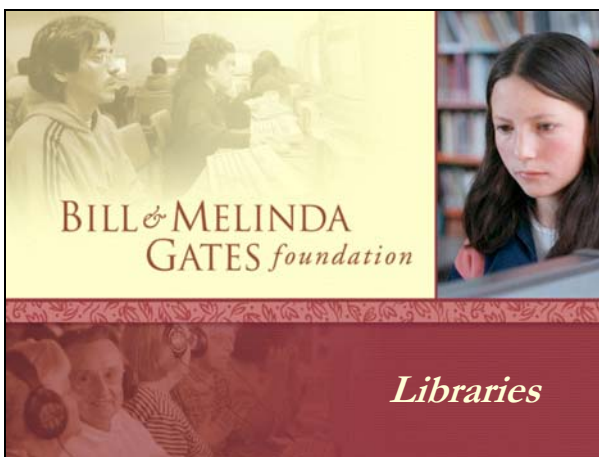


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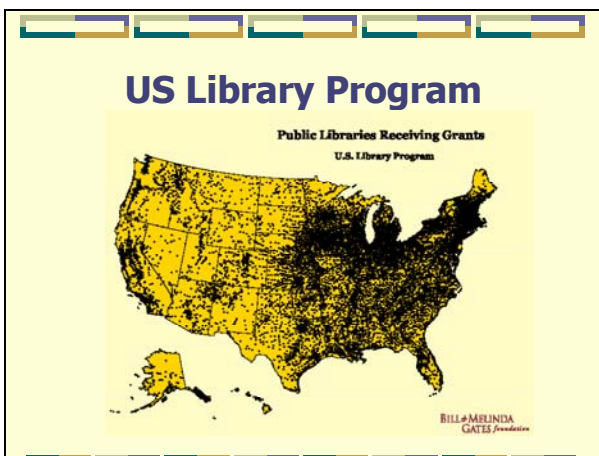
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2

Transition Seminar

- Ralph Buchan, I help those who Support Public Access Computers
- This is YOUR seminar
- Interaction will make this seminar great
- Frequent short breaks
- Relax, have fun


Ralph's email address is
Ralph@gatesfoundation.org

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Shows implementation throughout US

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Seminar Subjects

- Overview of the WINNT Operating Support
- Issues common to your model
- Moving Forward to Self Support
- Upgrading Computers
- The Public Access Security tool




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Operating System

- Security using Policies, Permissions and Profiles
 - What are they?
 - Don't add, change!
- Locking and unlocking profiles
 - New lockdown tool, "NT Profile Lockdown tool"
- Known Security issues
 - Registry Permissions Lockdown tool




Three P's: Policies (NTconfig.pol) define what a user can do, Permissions define their right to read or write or change a file and Profiles define what is available to them, desktop.

Don't add Profiles (hard to create with NT), change the existing ones. It is easier, better, and lock files still work.


Use the NT Profile Lockdown tool. It makes locking and unlocking profiles easy. Available via pacomputing.org website. Can use as troubleshooting tool also for known security issues – programs that write directly to the registry, such as the Yahoo issue with the toolbar installation.

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Quick Fixes

- You can copy profiles and policy from one Gates to another.
- Use the new lockdown tool
- WINNT Permissions.bat file in the Utils folder
- Ghost it!



WINNTpermissions.bat file will reset to the original settings on the C drive.

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Tech Soup

- Google pop up stopper and Froogle
- Ad Aware
- AVG Antivirus
- ZDNet.com and Symantec.com
- Drive letters change after imaging
- Passwords!



Through the website for "techsoup DiscounTech" at <http://www.techsoup.org/DiscounTech/> (click on "software" on the left-hand navigation bar and choose "servers and operating systems") non-profits can purchase Window XP Professional for as little as what it costs for shipping (\$6). The key is that this is for non-profit organizations right now (501(c)3), but if you have a Friends group with non-profit status, this would work for you.

Use Google as a tool to search for troubleshooting assistance by entering error messages in quotations. Google is also a good search of the Microsoft website.

Watch for virus hoaxes.

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www.pacomputing.org

- Gates Technical Support website
- Browse it, read articles, Do a Search
- Use it to Contact us and for Small parts replacement
- Will be available after the end of program




Warranty will expire 3 years from the original shipping of the Gates computers. On the right-hand bar of pacomputing.org you will see a link to check on your warranty.

Each Gates computer came with a back door account for admin. If you have lost your admin account password, contact Gates support for this account information (tri-access).

Make sure you lock the bios on your computers. You can search issues specific to Michigan on the pacomputing.org website. States had different configurations of equipment, so some of the articles may not apply to Michigan.

Check out the "what's new and updated" section.

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Known Hardware and Software Issues

- Power Supply Fan
- Yahoo and other Registry writers
- Macromedia and Flash updates
- Worms and Viruses.
- LS120 Superdrive
 - Test your drives before hardware warranty runs out.
 - Replace with regular floppy drives



The power supply fan often will fail. The switch should be set to 115. Check to see if it is rotating. To check on problems in which the registry has been written to, go to add/remove programs and look for things that do not belong (ex: Yahoo)

Some plugins need constant updating which causes problems with constant messages for updates.

LS120 may need to be replaced. Easiest to replace it with a standard floppy drive. If you need an LS-120, you'll need an IDE drive, change bios, new cable.

Fixes for all the software on pacomputing.org.

Don't surf the Internet logged in as exec!

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NT Locking Tool

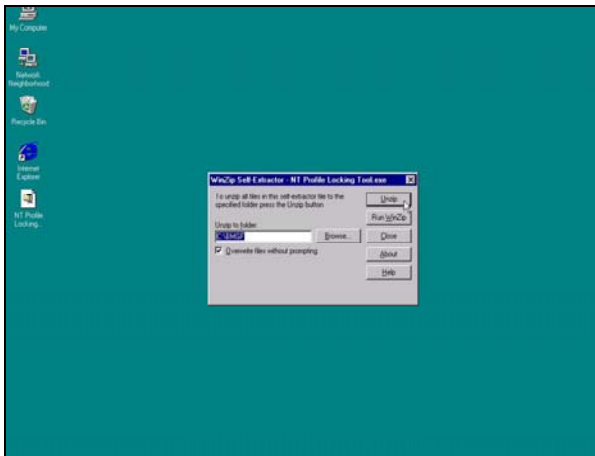
- **Unlocks all Gates profiles**
- **Saves any changes you've made to System Policy Editor**
- **The lock.bat and unlock.bat files are now obsolete**

[www.pacomputing.org/downloads/nt profile locking tool](http://www.pacomputing.org/downloads/nt_profile_locking_tool)

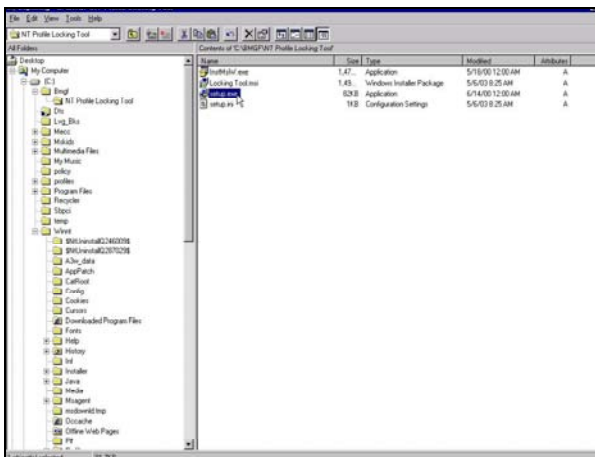
Any changes you've made to your system policy are saved (e.g. proxy settings, home page).

Less important to know about the 3 p's, still important to know about permissions.

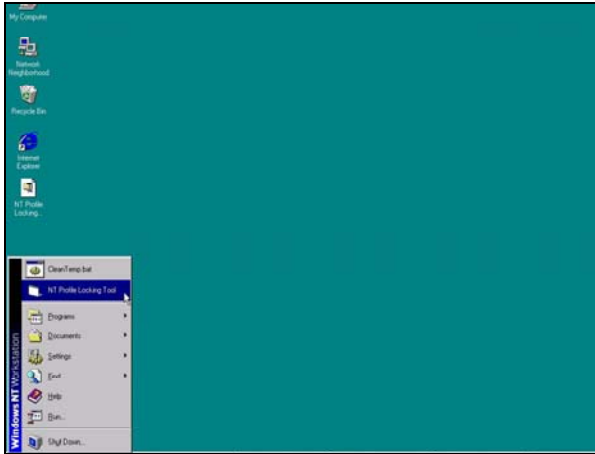
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Cleantemp.bat comes with this tool. When run, the temp folder will be deleted and re-created with the correct permissions. Will maximize efficiency.

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Anti-virus is important! The Clean temp solution is on pacomputing.org


pacomputing.com will be taken over by webjunction.org in the future.

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Licensing and repurposing

- The operating system goes with the computer
- All other programs can be transferred
- Save the kids programs!
- If replacing, what about making it a children's area computer?



The operating system license cannot be transferred, but you can transfer games, encarta, office, etc. to another computer. Some of the programs have multiple licenses, but some don't.

A full copy of the kids' programs is on the D drive

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The Gates Windows 2000 Model

- A new Public Access Model based on Windows 2000
- On Non Gates computer you can use The Public Access Computer Security Tool from www.pacomputing.org to Create this model



On a standalone Win2k computer, security is hard to manage. The Public Access Computer Security Tool makes Win2k behave like the NT workstation. It is open source freeware.

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What is the Centurion Guard?

- A Hardware device that protects the computer
- When locked undoes any changes when you reboot the computer
- Computer must be off when you turn the key
- Available for Non-Gates Computers
- Phone (800) 224-7977
- Centuriontech.com



Centurion Guard is a hardware solution that can be installed on any windows computer. It is virtually bulletproof in that upon a computer re-boot, all settings are restored. It goes in the front of the CPU and has a physical key.

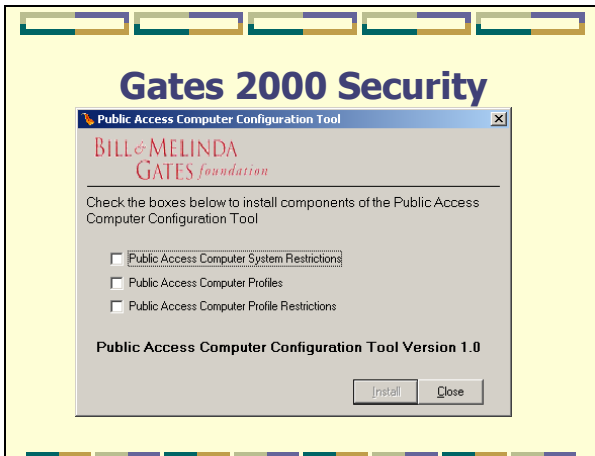
Cost: \$33-89 per PC.

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Public Access Computer Security Tool

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System Restrictions
Computer Profiles
Profile Restrictions

Check all three and they will install

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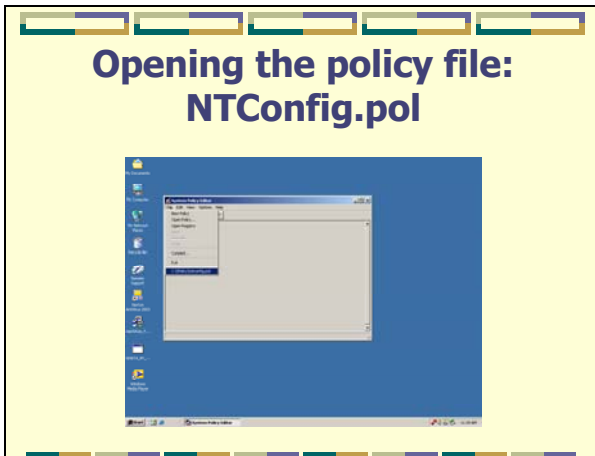
Remove via add/remove programs

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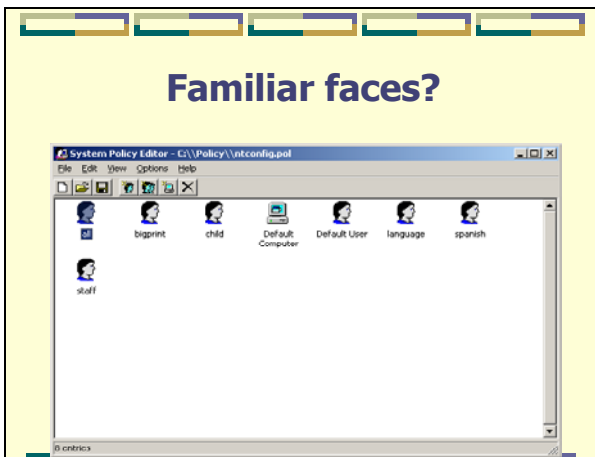


Set-up instructions are on pacomputing.org
Works with XP Pro (not home) and Win2k

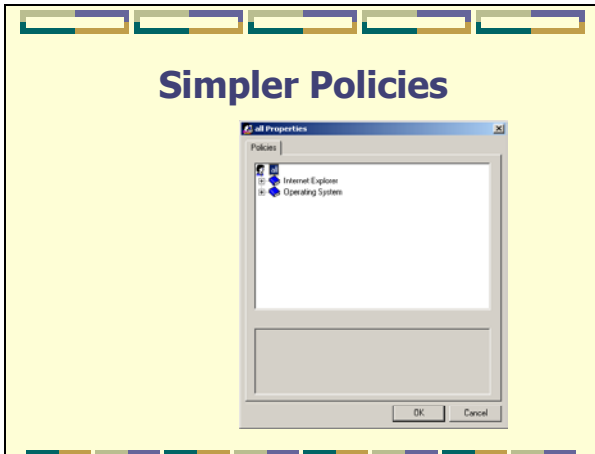
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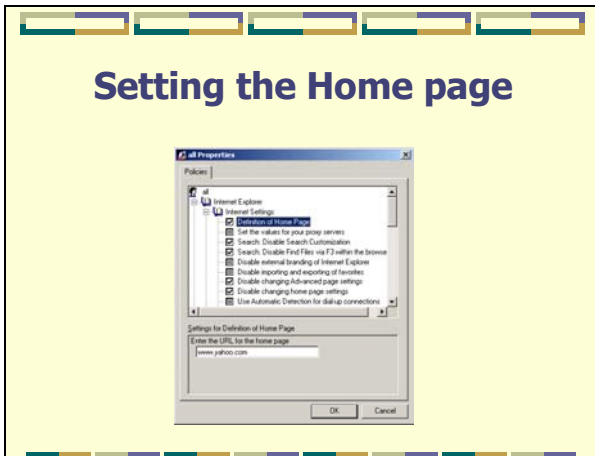
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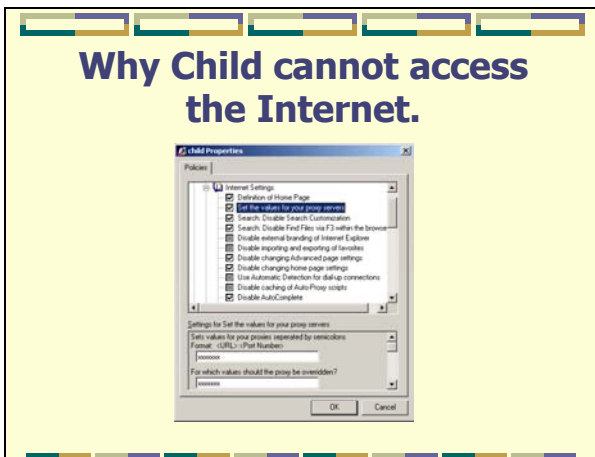
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You must set values for the proxy server. If you set them to “xxxxxx” for the IP address, none will be allowed.

Or, you may put specific IP addresses, but no links will be successful unless their IP addresses are also included.

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Webjunction.org

- **YOUR website, directed to Librarians and Tech's supporting Public Access Computing**
- **Tutorials, Forums, Viewpoints on issues.**
- **A great resource for you.**



Certificates from the classes offered on WebJunction.org are good toward contact hours for level 7 certification CEUs from the Library of Michigan.

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If I were building a Public Access Computer

- **Buy a Basic Model. Compare price to Gateway Public access model.**
- **XP Professional, Word and Children's Programs**
- **Install a Centurion Guard**
- **Install the Free Public Access Security tool from www.pacomping.org**



Minimum RAM recommended is 512 MB, especially for XP Professional. XP Pro has drivers for many devices and auto-configures. Make sure to do a clean install for operating system upgrades.

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Gateway Public Access Model

- **Comes with Centurion Guard and the Public Access Security tool installed**
- **Prices and models change**
- **Contact Suzanne Woodruff, 1-800-846-2042 x 32119 suzanne.woodruff@gateway.com**



Ms. Woodruff is the one to contact at Gateway who knows about the offering of a public access model computer, preloaded as appropriate.

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Ghost Method

- Purchase Norton Ghost or other imaging software
- Purchase media to save image on, either Hardrive or Burnable CD's
- Copy an image and use it to either backup or to do Upgrade
- Total cost less than \$100.00

Buy a hard drive (\$50) and 2003 version of Norton Ghost (\$20).
You can copy the ghost image to another PC, regardless of the brand (Dell, Gateway, Compaq, etc.)
Make a software image, save to a hard drive, share via the network or burn to a DVD (NOTE: not a CD).


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Ghost instructions

• With thanks to the Colorado State Library website:
<http://www.cde.state.co.us/cdelib/technology/download/CloningNTGate sPCs.pdf>


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Ghost




Once you have ghosted, you must change the IP address and the name of the computer.

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Troubleshooting made easy

- Start with Something you know for sure
- Work your way out
- Swap parts
- Be logical, be patient, be confident
- Phone Gateway 1-800-846-2303
- Remember the phrase that pays: "The problem followed the part!"




For content servers, contact Gates Foundation support (Ralph@gatesfoundation.org). They will ghost the hard drive for \$75.

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Troubleshooting printers

- Is it a Network, Local or Shared Printer?
- Where does the driver reside?
- Does it work in Exec?
- Check the IP Address!
- Can you ping it?
- Is it properly shared?




Many of the NT computers were setup with printers going to an IP address. If you change the printer, you need to unlock and go into each profile and install the printer. Install in exec first and then check the others.

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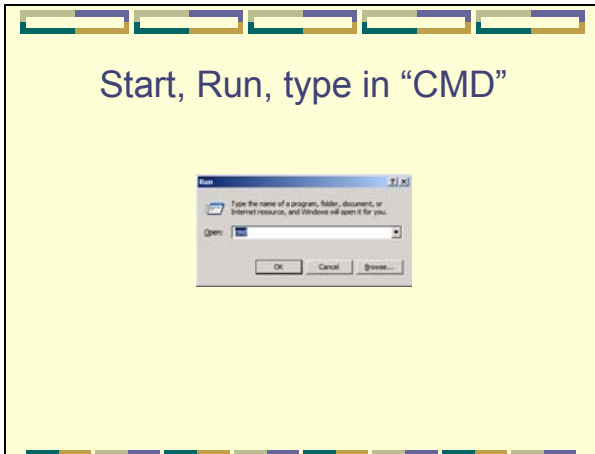
Network troubleshooting

- Ping command
- ipconfig/all command
- DHCP and Static Addresses
- Cables and power
- Linksys Routers



Ping will tell you if packets are getting from one IP address to another.
A router will be able to direct print jobs and also provide elementary firewall security.

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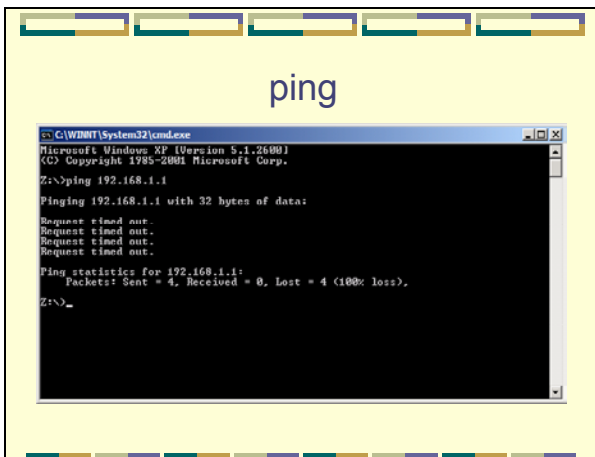


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Displays the computers IP network configuration, including address, gateway, etc.

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Allows one computer to check and see if another computer is responding on the network.

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Self Support Tools

- Can Do Attitude!
- Search Websites, pacomputing, webjunction and Google
- State Listserves
- State Library Community
- Local non profit support



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To Do's!

- Visit www.pacomputing.org and review the site. Bookmark it and show others!
- Visit www.webjunction.org
- Find when your Hardware Warranty is up
- Fix any bugs before support ends
- Look into getting Ghost
- Make contacts
- Register for listserv



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What are the three most important things you learned today?

